

Appendix 11

Sample text for tailoring and re-use (eg in Module Guide)

E-mail rules

- Be sure to include the intent of your e-mail under subject-I will not open it otherwise.
- I will always strive to respond to your e-mail within one day. Please be patient and wait at least 24 hours before emailing again about the same issue.
- Do not e-mail questions about the programme, module assignments, activities, due dates, assessment details or any administrative issues. That's what the Problems Forum in the VLE is for.
- Do not e-mail me for clarification of a particular assignment or discussion question or post. Respond directly to the discussion board or Problems Forum.
- Do not e-mail me with a complaint about a grade. Sign up for a slot in the Grade Query Chat Room.
- Do e-mail me if you are troubled by a personal problem or expect to be offline unexpectedly for a longer period of time.
- Do e-mail me if you feel intimidated by the online activity of others in the VLE.
- Do e-mail me if you are having technical problems.